



## EMPLOYMENT PROGRAM MANAGER I

### DEPARTMENTAL PROMOTIONAL EXAMINATION

**STATEWIDE**  
(For EDD Employees Only)

**Testing Department(s):** Employment Development Department  
**Bulletin Release Date:** April 28, 2014  
**FINAL FILING DATE:** **May 12, 2014**  
**Salary:** \$4,402 - \$5,511 per month

#### POSITION DESCRIPTION

**Workforce Services Branch** – An Employment Program Manager I (EPM I) is the first supervisory level responsible for leading and coaching professional staff in administering the Workforce Services programs at various service points such as One-Stop Career Centers or other EDD sites. The EPM I supervises professional staff in one or more program units in an automated environment. In addition, incumbents may supervise support staff.

**Unemployment Insurance Branch** – An EPM I is the first supervisory level responsible for leading and coaching professional staff in a centralized Unemployment Insurance (UI) center. The EPM I provides leadership to professional staff in one or more program units administering UI activities in an automated environment. In addition, incumbents may supervise support staff.

**Positions exist Statewide.**

#### WHO SHOULD APPLY

Applicants who meet the minimum qualifications as stated on this bulletin may apply for this exam.

This is an **DEPARTMENTAL PROMOTIONAL** exam for the **Employment Development Department (EDD)**. Competition is limited to:

1. Employees who have a permanent civil service appointment with the EDD by the final filing date; or
2. Current or former employees of the Legislature with two or more years as defined in the Government Code 18990; or
3. Current or former non-elected exempt employees of the Executive Branch with two or more consecutive years as defined by Government code 18992; or
4. Persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991. Applicants under item 4 must submit form DD214 along with their standard state application (STD. 678) for entrance requirements. Veterans' preference points will not be granted in promotional examinations.

For applicants under items 2, 3, or 4 above, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete. Refer to the General Information, Promotional Examinations Only section of this bulletin for other eligibility requirements. Under certain circumstances, former EDD employees may be allowed to compete under the provision of Rule 235.

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## MINIMUM QUALIFICATIONS

All applicants must meet the experience and/or education requirements for this examination **by the final filing date.**

### **Either I**

Two years of full-time equivalent experience in the California state service performing the duties of an Employment Program Representative, Range C, or one year of experience as an Employment Program Supervisor I; Employment Program Supervisor II; Employment Development Specialist I, Range B; or Employment Development Specialist II. (Candidates who are within six months of completing the required experience will be admitted to the examination; however, they must complete the required experience before being considered eligible for appointment.)

### **OR II**

Five years of administrative or management experience in the fields of personnel or placement services, human resources, or employment and training. Three years of the required experience must have been in a supervisory or managerial capacity.

(Experience in the California state service applied toward this requirement must include at least two years of full-time equivalent experience performing the duties of an Employment Program Representative, Range C, or one year of experience as an Employment Program Supervisor I or Employment Development Specialist I.)

## FILING INSTRUCTIONS

Examination Applications (STD. 678) are available at the California Department of Human Resources Careers page at <http://jobs.ca.gov/pdf/std678.pdf>.

All Examination Applications must be POSTMARKED no later than the final filing date in order to be considered for the examination. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be RECEIVED BY 5:00 P.M. ON THE FINAL FILING DATE. Use of EDD metered mail, interoffice mail (e.g., red or gold bag), and faxed applications are prohibited. Submit applications directly to:

#### **MAILING ADDRESS:**

Employment Development Department  
Human Resource Services Division, MIC 54  
Attention: **EPM I Exam**  
P.O. Box 826880  
Sacramento, CA 94280-0001

#### **FILE IN-PERSON ADDRESS:**

Employment Development Department  
Human Resource Services Division, MIC 54  
Attention: **EPM I Exam**  
751 N Street, 6th Floor Solar Building  
Sacramento, CA 95814

**NOTE:** All Applications MUST include a current, valid email address as examination material may be sent via e-mail, e.g., examination notices, access to examination material, etc. It is the candidate's responsibility to ensure the email address listed on their application is current and valid. Failure to provide a current and valid email address may result in non-receipt of exam information in a timely manner which could result in disqualification from the examination.

Applications must also contain the following information: "to" and "from" dates (month/day/year) of employment, time base, civil service class title(s), and range, if applicable. In addition, college course information MUST include: title, semester or quarter credits, name of institution, completion dates, and degree (if applicable). Applications received without this information may be rejected.

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## SPECIAL TESTING ARRANGEMENTS

If you need an accessible test location, an interpreter, or other special testing arrangements because of a disabling condition or your religious beliefs, please complete question 2 and/or 3 on page 1 of the Examination Application (STD 678). You will be contacted and necessary arrangements will be made.

## EXAMINATION INFORMATION

This examination will consist of a **Qualifications Assessment** weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

### QUALIFICATIONS ASSESSMENT – WEIGHTED 100%

It is anticipated that candidates who meet the minimum qualifications for this exam will be sent an email the week of **June 2, 2014** to the e-mail address provided on their application, which will contain a link to access the Qualifications Assessment to complete.

**It is the candidate's responsibility** to contact the Human Resource Services Division at [EDDExaminations@edd.ca.gov](mailto:EDDExaminations@edd.ca.gov) if they have not received an email by **Monday, June 9, 2014**. Please monitor your e-mail account's SPAM, Junk, Bulk, etc. folder(s) as the examination e-mail may be filtered depending on their specific account settings.

**~~COMPETITORS WHO DO NOT COMPLETE THE QUALIFICATIONS ASSESSMENT OR DO NOT SUBMIT IT BY THE DUE DATE WILL BE DISQUALIFIED FROM THE EXAMINATION PROCESS.~~**

## SCOPE OF THE EXAMINATION

### A. KNOWLEDGE OF:

1. EDD's mission, values, management philosophy, and internal and external customer service needs.
2. Principles and practices of public administration, including office management, fiscal controls, and staffing.
3. Vertical/lateral communication and non-confrontational problem resolution.
4. Economic development principles.
5. State and Federal funding mechanisms.
6. Automated systems and their applications as they relate to EDD's programs and services.
7. EDD's support systems, including business services, fiscal, personnel, legislative liaison, marketing, and labor market information.
8. State, local, and departmental procedures and methods to ensure a healthy work environment, equipment safety, and emergency services.
9. Community demographics, special customer group needs, and employer and labor market needs and trends.
10. Community-based organizations and the services they extend.
11. Job training programs and role of the Local Workforce Investment Act Operator.
12. Provisions of the California Unemployment Insurance Code and Federal and departmental regulations.
13. Political and economic trends as they relate to EDD's services.
14. Principles and practices of personnel management including equal employment opportunity, employer-employee relations, active listening, team building, staff empowerment, and staff training and development; coaching techniques.
15. The Department's Equal Employment Opportunity (EEO) program objectives, a leader's role in the EEO program, and the processes available to meet the EEO objectives.

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## SCOPE OF THE EXAMINATION (CONTINUED)

16. The Government Code, principles and practices of personnel management, employer/employee relations under the provisions of the Ralph C. Dills Act, and negotiated collective bargaining unit agreements.

### B. ABILITY TO:

1. Formulate, implement, and evaluate multiple programs and reason logically in measuring and improving EDD's services.
2. Apply innovation, leadership, and vision to EDD's programs and engender involvement and empowerment in implementing of EDD's mission, values, management philosophy, and customer services.
3. Participate in community education and concerns relating to employment problems and EDD's programs.
4. Establish EDD in the community as a service provider, labor exchange, and economic development resource.
5. Foster and maintain effective working relationships with both internal and external customers.
6. Build an atmosphere for professional open communication, fair and equal treatment, and non-confrontational problem solving in regards to performance, operational, and administrative situations.
7. Treat others with respect and dignity and apply common sense and good judgment in all management practices.
8. Gather and analyze data.
9. Make decisions and accept accountability.
10. Communicate effectively to a variety of internal and external audiences.
11. Plan, organize, and direct the work of others.
12. Create a work environment and methods for staff to develop skills and career opportunities.
13. Effectively contribute to the Department's Equal Employment Opportunity objectives.
14. Fulfill management responsibilities under the Ralph C. Dills Act (State Employer/Employee Relations).

## DESIRABLE QUALIFICATIONS

Experience in EDD supervising professional or technical staff.

## ELIGIBLE LIST INFORMATION

A **DEPARTMENTAL PROMOTIONAL** eligible list will be established for the Employment Development Department. Eligibility expires **12** months after it is established unless the needs of the services and conditions of list warrant a change in this period.

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## VETERANS' PREFERENCE

Veterans' Preference will be awarded pursuant to Government Code Section 18973.1, effective January 1, 2014, as follows:

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veteran's preference.
2. An entrance examination is defined, under the law, as any open competitive examination.
3. Veterans Preference is not granted once a person achieves permanent civil service status.

### HOW TO APPLY FOR VETERANS PREFERENCE

The California Department of Human Resources (CalHR) has information on how to apply for Veterans Preference on their website at [www.jobs.ca.gov](http://www.jobs.ca.gov) and on the Application for Veterans Preference form (CalHR 1093). Additional information is also available at the Department of Veterans Affairs website at [www.cdva.ca.gov](http://www.cdva.ca.gov).

## CONTACT INFORMATION

The EDD encourages all potential applicants to read this entire bulletin. All inquiries about this examination should be directed to [EDDExaminations@edd.ca.gov](mailto:EDDExaminations@edd.ca.gov). Please include the examination title, **Employment Program Manager I**, in the subject line. Also, you may contact the Exam Hotline at (916) 654-6869.

## EQUAL EMPLOYMENT OPPORTUNITY

An equal opportunity employer to all regardless of age, ancestry, color, denial of family and medical care leave, disability, gender identity or expression, genetic information, marital status, medical condition, military and veteran status, national origin, political affiliation, race, religion, sex, or sexual orientation of any person.

## DRUG FREE STATEMENT

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service and the special trust placed in public servants.

## GENERAL INFORMATION

**THE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

**IT IS THE CANDIDATE'S RESPONSIBILITY** to contact the Employment Development Department, Human Resource Services Division at (916) 654-6869, three weeks after the FINAL FILING DATE if he/she has not received a notice via email or U.S. mail.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this examination, and all candidates who pass will be ranked according to their scores.

**EXAM APPLICATIONS (STD 678)** are available on the Internet at <http://jobs.ca.gov/pdf/std678.pdf>

**GENERAL QUALIFICATIONS:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, an ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

**ELIGIBLE LISTS:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final examination scores regardless of the date of the examination and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

**PROMOTIONAL EXAMINATIONS ONLY:** Veterans' Preference Points are not granted in promotional examinations. Competition is limited to those applicants who meet one of the criteria listed on page 1 of this bulletin. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at the EDD's Human Resource Services Division, at the California Department of Human Resources, and on the Internet at [www.jobs.ca.gov](http://www.jobs.ca.gov)

**EMPLOYMENT DEVELOPMENT DEPARTMENT**  
Human Resource Services Division, MIC 54  
P.O. Box 826880  
Sacramento, CA 94280-0001  
Telephone/Exam Hotline: (916) 654-6869  
Website: [www.edd.ca.gov](http://www.edd.ca.gov)

**California Relay Service for Hearing Impaired:**  
From TDD Phone: (800) 735-2929  
From Voice Phone: (800) 735-2922

*TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.*